

Division of Amenities and Transportation Services (DATS)

Report of Investigation

Investigation by: John Crawford, Concessions Specialist

Date of Report: Friday, January 3, 2020

Date of Incident: Thursday, January 2, 2020

Location of Incident: Bldg. 31 Cafeteria

Complainant:

Rachel Lokanga, lokangaa@mail.nih.gov, 240 (b)(6); [REDACTED]

Complaint Summary: On Tuesday, January 2, 2020, a customer complained about feeling unwell after eating the beef Donburi bowl in the Building 31 Cafeteria. She approached (b)(6); [REDACTED] the chef, with the complaint. Her information was collected and Eurest removed the product from service. It was held for inspection by the NIH Sanitarian and the Eurest Quality Assurance (QA). The Eurest QA, (b)(6); Contractor [REDACTED] notified the NIH Food Team by email at approximately 1:00 p.m. on January 2 that a customer was feeling a little nauseated after consuming a lunch of beef Donburi in the Building 31 Cafeteria. (b)(6); [REDACTED] reported the customer stated the symptoms were beginning to subside. The customer said that she would contact Eurest if she needed to visit NIH's Office of Medical Service (OMS). Tameika Kastner, the NIH Sanitarian, conducted a phone interview with the customer and obtained her recent food history. Ms. Kastner stated that she believed it was a "one-off" incident and not a risk of a food illness outbreak.

Investigative Actions:

Thursday, January 2, 2020:

1. (b)(6); Contractor Info [REDACTED] manager of the Building 31 Cafeteria, was informed by the chef of the issue. She, in turn, notified (b)(6); Contractor [REDACTED] (Eurest QA) of the incident and he informed the food team via email.
2. Tameika Kastner, NIH Sanitarian, reached out to the customer and contacted the customer on Thursday, January 2, 2020, in the afternoon. The customer's issue had resolved, or the symptoms had started to subside.
3. Tameika reported that the incident was an isolated incident of undetermined origin.

Next steps performed by Contractor:

Sample retained for inspection by DOHS.

Summation:

Eurest responded appropriately. Thus far, their handling of the incident and customer has been appropriate. ORS' Food Team deems that the incident is closed.